NORTH Network

USER MANUAL

FOR THE

PolyCom EX System

If you require assistance, please contact the NORTH Network Support Centre at 1-866-480-2255 or support@northnetwork.com

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Table of Contents

CHAPTER 1 – GENERAL SYSTEM INFORMATION

USING THE REMOTE CONTROL

The remote control works very much like a television remote control. The remote control is used to move the camera right and left (pan), up and down (tilt), zoom in and out, adjust the volume and make video calls.

There are two sensors located on the bottom of the remote control. When you place the remote control down on the table, the image that you see on your monitor may change. To keep the image the same, lay the remote control on its side when not in use.

The word **Far** refers to the site(s) that you are connecting to over the PolyCom EX. This is commonly called the "Remote Site."

The word **Near** refers to the site at which you're located. This is commonly called the "Local Site."

The Remote Control

① Snap button

② Directional

③ Home button

④ Volume

⑤ Zoom button

⑥ Mute

⑦ Auto

⑧ Camera

⑨ Keyboard button

⑩ Delete button

⑪ Graphics button

Call/hang up button ⑫

Directory button ⑬

Select button ㉑

Back ⑭

Far/Near buttons ⑮

Picture in Picture (PIP) ⑯

Preset ⑰

Dot ⑱

Number ⑲

Help ⑳

The Remote Control Buttons Explained

1 Snap Button
The snap button allows you to preview and send still images to the far site.

2 Directional Buttons
The directional buttons allow you to adjust the camera and navigate through menus.

3 Home Button
The home button returns you to the main (home) screen.

4 Volume Button
The volume button allows you to increase or decrease the sound you hear from the far sites.

5 Zoom Button
The zoom button allows you to zoom the camera image in or out.

6 Mute Button
The mute button mutes the sound you're sending to the far sites.

7 Auto Button
The auto button turns automatic camera tracking on or off.

8 Camera Button
The camera button allows you to select a camera or other video source.

9 Keyboard Button
The keyboard button allows you to display the on-screen keyboard for text input.

10 Delete Button
The delete button allows you to delete letters or numbers when entering text.

11 Graphics Button
The graphics button starts and stops sending content to far sites when using the Visual Concert FX device; select PowerPoint presentations.

12 Call/Hang Up Button
The call/hang up button allows you to place or end a call.

13 Directory Button
The directory button opens the address book to make a call or work with an entry.

14 Back Button
The back button returns you to the previous screen.

15 Far/Near Button
The far/near button allows you to toggle between controlling the near-site and far-site cameras.

16 Picture-in-Picture (PIP) Button
This button allows you to show or hide the Picture-in-Picture (PIP).

17 Preset Button

The preset button allows you to store camera positions (when followed by a number) or delete all stored camera positions.

18 Dot Button

The dot button allows you to manually enter a period in an IP address.

19 Number Buttons

The number buttons allow you to enter in numbers or move the camera to a stored preset.

20 Help Button

The help button allows you to access online help; access the Network Status screen if you are in a call.

21 Select Button

Use the directional buttons to locate what you want to do then press the select button to choose it.

TURNING THE POLYCOM EX SYSTEM ON & OFF

To operate the PolyCom EX system you have to turn both the camera and LCD monitor ON.

TURNING THE CAMERA ON/OFF

1. Locate the I/O switch at the back of the camera on the right hand side.

2. Position the switch to I to turn the camera ON and O to turn the camera OFF.

ON

OFF
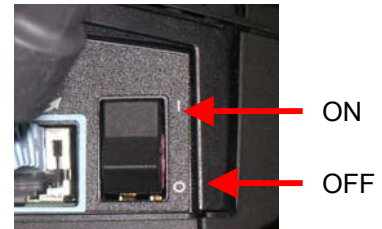
TURNING THE LCD MONITOR ON/OFF

1. Locate the I/O switch at the back of the monitor on the bottom right hand corner.

2. Position the switch to I to turn the monitor ON and O to turn the monitor OFF.


ON

OFF

You may also need to press the power button on the front of the monitor.

The system requires approximately 1 minute to completely turn ON. During this time, the camera will move through its testing sequence. When the system has completely turned ON, the main menu screen will appear on the monitor.

To ensure that the unit has been connected properly to the network, a green "up arrow" for each network connection will appear on the screen.
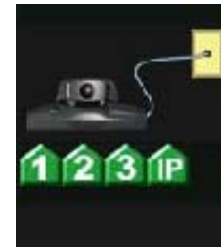
Note: If any of the network connections have not been made, a red "down arrow" will appear. Once all network connections have been made, the network information will disappear from the screen and the system will be ready for use.

PLACING A VIDEO CALL

The NORTH Network technical team will enter the IP addresses for all NORTH Network sites into your Address Book when your site is being set up. They will also be responsible for keeping your Address Book up to date and updates as necessary.

Placing a Call from the Address Book

1) Access the **Address Book** on the **Main Menu**, by using the red **DIRECTIONAL** buttons to highlight the **Address Book** icon and press the **SELECT** button. The **Address Book** screen appears.

   Note: Alternatively, you can press the DIRECTORY button on the remote control, and that will bring you right to the address screen.

2) Place the call by scrolling to the site you want to call in the **Address Book** screen and press the green **CALL/HANG-UP** button on the remote control.

3) The far site will appear on your monitor within 75 seconds.

As the system tries to make a connection, both the near and far sites hear the systems ring. The ring is similar to that of a telephone. A green lottery ball in the bottom left hand corner of the screen will confirm the connection.

Speed Dialing a Frequently Called Site

If you call certain site frequently you can use the Speed Dial option to access the six most recent video calls made from your location.

To speed dial a frequently called site:

1. Access the **Speed Dial** on the **Main Menu**, by using the red **DIRECTIONAL** buttons to highlight the **Speed Dial** icon and press the **SELECT** button. The **Speed Dial List** screen appears.

2. If the site you want to call appears as one of the six entries in the **Speed Dial List**, scroll to highlight that site and press the green **CALL/HANG-UP** button on the remote control.

3. The far site will appear on your monitor within 75 seconds.
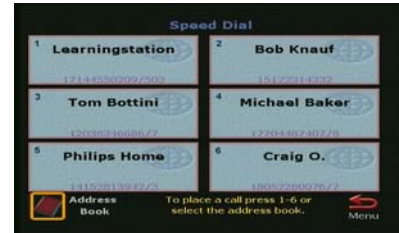
If the site you want to call does *not* appear as one of the six entries in the **Speed Dial List**, scroll and select the **ADDRESS BOOK** icon found in the bottom left hand corner of the screen.

Ending a Video Call

1) Press the green **CALL/HANG-UP** button on the remote control. The **DISCONNECT VIDEO CALL** window should now be highlighted.

2) If the **DISCONNECT VIDEO CALL** window *is* highlighted, press the **CALL/HANG-UP** button a second time. The call will be terminated.

3) If the **DISCONNECT VIDEO CALL** window *is not* highlighted, use the red **DIRECTIONAL** buttons to highlight **DISCONNECT VIDEO CALL** and press the **CALL/HANG-UP** button on the remote control. The call will be terminated.

VOLUME CONTROL

To increase or decrease the volume, use the **VOLUME** button on the remote control under the **DIRECTIONAL** buttons.

To mute the sound that you are transmitting, click the **MUTE** button on the remote below the **VOLUME** button.

Alternatively, you can press the mute button on the microphone. When the button is red, you are muted.

Mute button turns red when the system is muted.

CAMERA CONTROLS

You can control both your camera (Near End) and the camera at the other location (Far End).

Near End Camera

To adjust your camera, press the **NEAR** button on the remote control once.

> ➢ The camera icon found in the top right hand corner of the television monitor will point towards you.

> ➢ If the camera is already facing you, pressing the **NEAR** button temporarily displays other icons.

Far End Camera

To control the far end camera during a call, press the **FAR** button on the remote control once.

> ➢ The camera icon in the top right hand corner of the monitor will point away from you.

> ➢ If the camera icon is already pointing away from you, pressing the **FAR** button temporarily displays other icons.

Note: You can only have Far End Camera control if the Far End site allows you to.

Pan and Tilt

To move the camera to the left, right, up and down, use the red **DIRECTIONAL** buttons on the remote control.

Zoom

To zoom in or out, press the **ZOOM** buttons found below the red **DIRECTIONAL** buttons.

Press the button to get a close up of an image.

Press the button to get a far away view of an image.

Camera Presets - Storing

It is suggested that all camera presets be done before starting a videoconference. A total of 10 presets are available.

<u>YOUR CAMERA:</u>

> The camera icon in the top right corner should be pointing towards you. If not, press the **NEAR** button.
>
> Frame the individual(s) or objects using the **ZOOM** button and **DIRECTIONAL** buttons.

<u>FAR END CAMERA:</u>

> The camera icon in the top right corner should be pointing *away* from you. If not, press the **FAR** button.
>
> Frame the individual(s) or objects using the **ZOOM** button and **DIRECTIONAL** buttons.

To set your camera presets:

1. Press the **PRESET** button on the remote.

2. Press the number that you want to assign the preset set to.

3. The screen will display a message saying, "Preset X stored" (where X is the number you assigned).

4. Test your preset by moving your camera to a different view, then press the number you assigned to the preset. The camera should move to the pre-programmed position.

Note: If you physically move the PolyCom EX system, the presets may need to be reset.

Camera Presets – Accessing

<u>YOUR CAMERA:</u>

> The camera icon must be facing you. Select numbers 0-9 on the remote control. The camera will automatically move to the pre-programmed position.

<u>FAR END CAMERA</u>:

> The camera icon must be pointing away from you. The camera will automatically move to the pre-programmed position.

Camera Presets - Deleting

Camera presets will remain until they are either changed or deleted.

To delete all your presets:

1. Press the **PRESET** button on your remote.

2. Press the # (number sign) on your remote.

The camera presets are now deleted. You cannot delete presets one at a time; you can only delete them all at once.

Snapshots

TAKING/SENDING A SNAPSHOT IMAGE

During a call you can obtain and send a snapshot image of what is on the screen. This image can be captured from the main camera or from a peripheral hand held camera.

To take and send a snapshot image:

1) Press the **SNAP** button **once** on the remote control. The Near End image will fill the monitor screen.

2) Adjust the camera's position by using the **DIRECTIONAL** buttons and the **ZOOM** button.

3) Once you are ready to take and send the snapshot, press the **SNAP** button again. A message will appear on screen confirming that the image was sent.

4) To go back to the live video, press the **NEAR** button on the remote control.

RECEIVING SNAPSHOTS

When you receive a snapshot, it will appear in the main window.

To go back to live video, press the **NEAR** button on the remote control.

What You Will See If You Have:

1 MONITOR - The snapshot image appears in the main window.

2 MONITORS - The snapshot image appears in the preview monitor.

PICTURE-IN-PICTURE (PIP)

During a call on a single-monitor system, the PIP displays the camera view at the Near End. This helps you to adjust your own image if you need to.

During a call on a single-monitor system, if a remote site shows content, such as a slideshow presentation, the content appears in the main part of the screen and the PIP changes to show the people at the Far End.

During a call on a dual-monitor system, if a site shows content, one of the monitors shows the content, the other monitor shows the camera view at the Far End, and the PIP shows the camera view at the Near End.

Turning the PIP ON/OFF During a Video Call

Your system should be configured so that the PIP appears whenever you are in a video call.

- When the PIP is showing, press the **PIP** button to turn it OFF.

- If the PIP is not showing, press the **PIP** button to turn it ON.

If you hold the remote in your hand while you turn the PIP off, then place the remote down on a table surface, the PIP reappears. This happens because of the two touch sensors on the bottom of the remote. To turn off the PIP again simply press the **PIP** button again while the remote is on the table surface and it should disappear - or lay the remote down on its side.

Swapping the PIP and Main Screen Views

To swap the views shown in the PIP and the main screen:

1. If the PIP is not showing, press the **PIP** button to turn it on.

2. Press the **CAMERA** button.

3. Select the Swap PIP icon and press the **SELECT** button.

Repeat the above steps to return the views back to the original setting

CHAPTER 2 – TROUBLESHOOTING

PROBLEM	POTENTIAL SOLUTION
Monitors are black.	The system may be in standby mode. Pick up the touch sensitive remote control. The Main Menu screen should appear on the main monitor. The monitors may be turned off. Locate the POWER button(s) on the monitor(s) and turn it (them) on.
Remote control and the monitor(s) both appear to be without power.	Locate the power switches on both the codec and monitor (refer to the section in Chapter 1: Turning the PolyCom EX system on and off). The system must go through a start up process. This takes just a moment. The system is ready to make and/or receive calls once the IP indicators on the Main Menu turn green. Should one or more of the indicators remain red, turn the PolyCom EX system off. Wait approximately ten (10) seconds before turning the system on again.
You cannot see the other sites.	Ask the site that cannot be seen to send their image from their main camera; Press the NEAR button on the remote control so that the visual icons appear at the bottom of the main monitor. Use the left arrow key on the remote control to select the first visual clue on the left.
You cannot hear the other sites	Your volume may be turned down too low. Push and hold down the volume increase button on the remote control. The far end may have their mute feature on. Ask the far site to take themselves off mute.
The 'You have a video call. Would you like to answer?' message appears accompanied by ringing.	This means that the system has been placed in Manual Answer mode. To accept the call, select the **YES** option. Your system can be on 'manual answer mode,' or 'auto answer mode.' Please check with your technical support to make sure your system is set up properly for the NORTH Network.
Remote Control will not respond.	Make sure the remote control has a direct path to the camera or microphone. The remote control will not work if the view between the remote transmitter and the receiver is obstructed. Check to ensure batteries are OK by replacing them with new ones. The remote control is powered by three AAA batteries.

If problem persists, contact NORTH Network Support Services 1-866-480-CALL (2255).